

C. DUKES SCOTT
EXECUTIVE DIRECTOR

P.O. Box 11263
Columbia, S.C. 29211



Phone: (803) 737-0800
Fax: (803) 737-0801

DAN E. ARNETT
CHIEF OF STAFF

1/17/997

February 15, 2006

shudson@regstaff.sc.gov

Ms. Beatrice Weaver
P.O. Box 539
Little Rock, SC 29567

and also at:

1253 Harllees Bridge Road
Dillon, SC 29536

Re: Progress Energy Service Company, LLC - Petition of Progress Energy Carolinas, Inc. To
Terminate Service
Docket No. 2004-219-E

Dear Ms. Weaver:

This is in response to your letter dated February 7, 2006 and received by the South Carolina Office of Regulatory Staff ("ORS") on February 10, 2006. In your letter, you request the complaint record of Progress Energy from 2002 to the present. On February 9, 2006, a letter was mailed from ORS based on earlier correspondence from you. The February 9, 2006 letter addresses your request, and it appears our letters crossed in the mail.

This letter also responds to your letter dated February 11, 2006 to ORS Consumer Services Investigator Chad Campbell wherein you request a status report on your complaint against Progress Energy. As footnoted in the February 9, 2006 correspondence, ORS formally closed its investigatory files on this matter effective March 9, 2005 by letter to the Public Service Commission of South Carolina ("the Commission"). A copy of the March 9, 2005 letter was sent to you at that time and may also be viewed at the Commission's website (<http://dms.psc.state.sc.us/>) under the above docket number.

Sincerely,

Shannon Bowyer Hudson
Shannon Bowyer Hudson

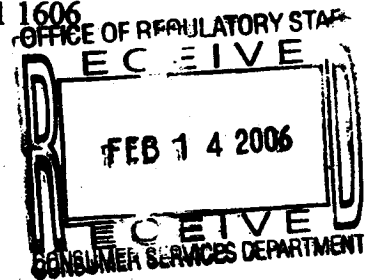
Enclosures

cc: Len S. Anthony, Esquire (w/encl)
Jocelyn Boyd, Esquire (w/encl)

RECEIVED
2006 FEB 17 PM 3:52
SC PUBLIC SERVICE
COMMISSION

1253 Harlees Bridge Rd
Dillon S.C. 29536
Ph/Fax: 843 841 1606

Feb. 11, 2006



S.C. Office of Regulatory Staff
PO Box 11263
Colombia, SC 29211
Ph: 1 803 737 0800; 1 800 922 1531; Fax 1803 7374750

Attention: Mr. Chad Campbell
Investigator II, Consumer Services Dept.

Subject: Request for Status Report on Complaint Against Petitioner
Filed Spring 2004

Ref: Progress Energy - File No: 2004-219 - E
Meter No. B 91771

Refer to: Respondent's Correspondence dated: December 29, 2004; January 14
and 20, 2005; February 10 and 17, 2005; etc..

Mr. Campbell:

This is a formal request for a **Synopsis and a Status Report** of your investigation of my formal complaint against Progress Energy that I filed with your Office in Spring 2004 and subsequently on numerous occasions. The issues remain unresolved and formal proceedings are pending with the Public Service Commission.

The requested documents should summarize your actions from 2004 to date, with respect to disposition of my requests for assistance in resolving these matters as discussed in the above referenced correspondence.

Be advised that I shall use the Synopsis and Status Report at Commission Hearings together with other discovery documents I shall submit to you in due course, following my receipt of the requested documents. Meanwhile may I suggest you refer to my above referenced letters filed with you and your Office. Since SPRING 2004.

Time is of the essence with respect to your response to this request.

Yours sincerely,


Beatrice E. Weaver

Cc: Mr. Charles L.A. Terreni
Chief Clerk/Administrator
S.C. Public Service Commission
P.O. Drawer 11649
Colombia S.C. 29211

To: S.C. Office of Regulatory Staff
PO Box 11263
Colombia, SC 29211
Ph: 1 803 737 0800; 1 800 922 1531; Fax 1803 7374750

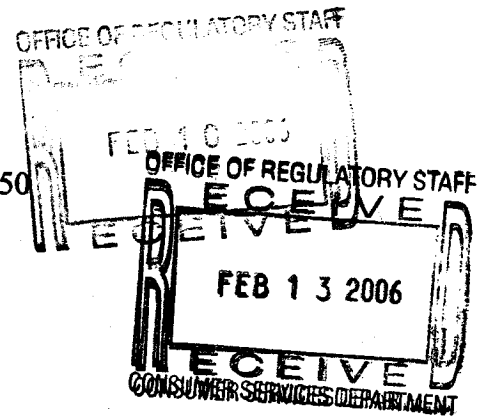
Attention: Executive Director

From: Beatrice Weaver
1 843 841 1606

Subject: Request for Complaint Data on Progress Energy -Period 2002-to Present

Ref: Progress Energy
File No: 2004-219 - E
Meter No. B 91771

Date: Feb. 7, 2006



Sir:

Please forward at your earliest convenience the Complaint Record of Progress Energy for the period 2002 to the present. This request is submitted pursuant to the Freedom of Information Act and other legal authority.

The Commission staff has referred me to your Office for the INFORMAL COMPLAINT record. See attached copy of a letter from Ms. Boyd dated January 26, 2006.

Also please see the attached copy of my letter to your Office dated February 11, 2005, one year ago, requesting this information.

Time is of the essence.

Yours sincerely,

Beatrice Weaver

Encs: Copy of:

- ① My LT to ORS dated Feb. 11/05 re DATA ON COMPLAINTS vs PEC! NO REPLY YET DATE - ONE YEAR!
- ② Copy of LT by PSC - J. Boyd dated 1/26/06 - re informal complaints
- ③ Copy of My LT to PSC/BOYD re ↑ dated 1/15/06 - please comply

TO: Ms. Jocelyn G. Boyd
Deputy Clerk
Docketing Dept.
S.C. Public Service Commission
PO Drawer 11649, Colombia S.C. 29211
Ph: 803 896 5100; Fax: 803 896 5199

FROM: NAME: BEATRICE WEAVER
ADDRESS: 1253 HARLLEES BRIDGE ROAD, DILLON S.C. 29536
MAILING ADDRESS; PO BOX 539, LITTLE ROCK SC 29567
PHONE #: 1 843 841 1606
TELEFAX #: 1 843 841 1606

SUBJECT: Request for Data on Record of Complaints for Progress Energy
Period: January 2002 To Present.

File No: 2004-219-E

DATE: Jan. 15, 2006

No of Pages: 1 INCLUSIVE

Message:

Ms. Boyd:

Pursuant to the Freedom of Information Act, I respectfully request to receive promptly the **Record of Complaints** filed against Progress Energy Company in South Carolina, to include the following records and information:

1. Period: 2002-2005, or latest available.
2. Type of complaint: Formal and Informal
3. Breakdown of complaints by classification: e.g; billing, estimates; notices; etc.
4. Classification of complainants (if available): Socio-economic; residential; commercial; industrial; small commercial; etc.
5. List the Residential Consumer Complaints filed with the Commission since 2002.
6. Disposition of Complaints: For PEC; For Complainant.
7. Other relevant data pertaining to complaints record.

Time is of the essence.

Thank you.

COPY

NOTE TO ORS
Please comply PROMPTLY
as requested herein.
2/7/06
Shankar
JW



***The Public Service Commission
State of South Carolina***

Charles L.A. Terreni
Chief Clerk/Administrator
Phone: (803) 896-5133
Fax: (803) 896-5246

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Chairman
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Mignon L. Clyburn, Sixth District
C. Robert Moseley, At-Large

Legal Department
F. David Butler, General Counsel
Phone: (803) 896-5113
Fax: (803) 896-5231

January 26, 2006

Mrs. Beatrice Weaver
1253 Harllees Bridge Rd.
Dillon, SC 29536

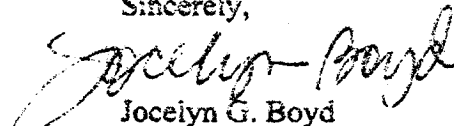
Dear Ms. Weaver:

This letter is in response to your Freedom of Information Act requests dated January 15, 2006. Please note that the Public Service Commission does not maintain records of informal complaints; please ~~contact the Office of Regulatory Staff (ORS) for documentation regarding informal complaints involving Progress Energy.~~ The Commission was restructured by Act No. 175 of 2004 and the Commission no longer investigates or maintains documentation regarding informal complaints. Any records the Commission maintained regarding informal complaints are now located in the ORS's office.

I have enclosed orders from Docket Numbers 2004-219-E and 2004-180-E and filings in Docket Number 2003-165-E. After receiving your request, I performed text searches on the Commission's Docket Management System (DMS). Please note that DMS is available for your perusal at www.psc.sc.gov. After you locate the site, click on "dockets" on the right-hand side of the screen and then click on "dockets/search" on the left-hand side of the screen.

I hope that this letter and the enclosed filings are responsive to your requests.

Sincerely,


Jocelyn G. Boyd
Deputy Clerk

cc: All Parties of Record

JB/ams

COPY to ORS

To: S.C. Office of Regulatory Staff
PO Box 11263
Colombia, SC 29211
Ph: 1 803 737 0800; 1 800 922 1531; Fax 1803 7374750

Attention: Executive Director

From: Beatrice Weaver
1 843 841 1606

Subject: Request for Complaint Data on Progress Energy –Period 2002-to Present

Ref: Progress Energy
File No: 2004-219 - E
Meter No. B 91771

Date: Feb. 11, 2005

Sir:

Would you please send me at your earliest convenience, the Complaint Record for Progress Energy Carolinas, to include the following records and information:

1. Period: 2002-2005, or latest available.
2. Type of complaint: Formal and Informal
3. Breakdown of complaints by classification: e.g; billing, estimates; notices; etc.
4. Classification of complainants (if available): Socio-economic; residential; commercial; industrial; small commercial; etc.
5. Disposition of Complaints: For PEC; For Complainant.
6. Other relevant data pertaining to complaints record.

Time is of the essence.

Thank you.

NOT DONE TO DATE
FEB. 07/06
COPY TO IRS

ORS